

Queensland Training Calendar 2009

January						
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December						
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Key

Assertiveness Skills 2 Days	
Empathy Selling 2 Days	
Behavioural Interviewing 1 Day	
Emotional Resilience 1 Day	
Mentoring Skills 1 Day	
Managing With Insight 2 Days	
Manager as Coach 2 Days	
Performance Review 1 Day	
Working with Equity and respect 1 Day	
Managing Change 1 Day	
Situational Leadership 1 Day	
Public Holidays	

Managing With Insight

This popular course was developed by Chandler Macleod over 40 years ago to provide a framework for understanding behaviour. Through providing a 'users manual' for people interactions, participants are taught to understand and recognise behaviours and motivations. Practical skills in applying this framework are developed to enhance personal effectiveness and productivity.

Managing Change

Navigating employees through significant change is a complex skill. This course will provide you with the tools necessary to adapt to and lead change. The program explores the nature of change, addresses the issue of how to optimise person-environment fit, and provides techniques on how to motivate employees in challenging times.

Assertiveness Skills

The program looks at different types of behaviour including ineffective, non-assertive and aggressive behaviours, and contrasts assertiveness with each of these. Participants are able to identify non-assertive and aggressive characteristics they may possess, and learn the skills to replace these behaviours with specific assertive techniques.

Situational Leadership

Situational Leadership is a successful and powerful leadership framework aimed at optimising your professional and personal interactions. It is simple to understand, effective and has a proven track record of success. This course will develop your ability as a leader by providing the tools for you to be flexible and adapt your style to suit the situation. Learn how to tailor your style to the development level of the employee, as well as gain insight into your natural leadership style and how this impacts on others.

Manager as Coach

Develop your Coaching skills to support effective performance management and appraisal systems as well as promoting behavioural and cultural change.

Behavioural Interviewing

With over 50 years experience in both Recruitment and Training, Chandler Macleod runs this unique course helping you understand how to recruit the right staff and avoid making classic recruitment mistakes. Develop the skills to recruit top performers for your business using a scientific, competency-based methodology.

Mentoring

This one day course will provide you with the key fundamentals to assist you in structuring mentoring arrangements and meeting ongoing commitments as a Mentor. In a practical format, this course defines what mentoring is and is not, identifies how mentoring can enhance the effectiveness of your team or organisation, as well as addressing how to establish a mentoring relationship and avoid some common pitfalls.

Emotional Resilience

Through this course, you will explore methods to sustain emotional resilience through utilising a variety of tools to manage stress and effectively cope with challenging situations and life changing events.

Empathy Selling

The program will provide participants with techniques for closing deals, understanding customers, and developing long-term business relationships. Participants will gain experience in devising a sales strategy, identifying and selling the specific benefits of products, using empathy in order to improve participants' influencing skills, communicating a simple and direct message, and overcoming customer objections.

Working with Equity & Respect

Proactive training is considered one of the best strategies for preventing discrimination and harassment in the workplace. Our 'Working with Equity and Respect' workshop has been designed to assist employers and employees to understand the concepts of discrimination and harassment, and to identify their roles and responsibilities in creating a workplace in which everyone is respected and treated fairly.

Performance Review

This course will enable you to increase your confidence in conducting performance conversations in a manner that achieves positive outcomes. You will be equipped with strategies to conduct difficult conversations and tools to retain, develop and motivate employees into the future.

For more information on course structure and content please contact Andrea Woodhouse on (07) 3003 7766 or andrea.woodhouse@chandlermacleod.com

For information on schedules and bookings please contact Jessica Bower on (07) 3003 7756 or jessica.bower@chandlermacleod.com

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